EVALUATION AND PROGRAM PLANNING

Volume 6, Number 1 1983

CONTENTS

ARTICLES

Dale A. Masi **Lisa A. Teems**	1	Employee Consulting Services Evaluation System: Design, Issues and Conclusions
Stuart S. Nagel	7	Dealing with Unknown Variables in Policy/Program Evaluation
Darrel N. Caulley	19	Document Analysis in Program Evaluation
Gerald L. Barkdoll	31	Involving Constituents in Agency Priority Setting: A Case Study
Jerry Banks **Robert F. Clark**	39	Administrative Structure Theory and Evaluation: An Example from the Community Services Administration
Alex Richman	49	Cost-Effectiveness Analysis of Alcoholism and Drug Abuse Treatment Programs: The Relevance of Recidivism and Resource Absorption
Charles Windle **J. Richard Woy**	53	From Programs to Systems: Implications for Program Evaluation Illustrated by the CMHC Program Experience
Mitchell Fleischer	69	The Evaluator as Program Consultant

BOOK REVIEWS

Laurence E. Lynn, Jr.	77	*Effective Evaluation: Improving the Usefulness of Evaluation Results Through Responsive and Naturalistic Approaches* by Egon G. Guba and Yvonna S. Lincoln
Joseph Piasecki	78	*Population Estimates: Methods for Small Area Analyses* edited by Everett S. Lee and Harold F. Goldsmith
Janice R. Mokros	80	*Creative Evaluation* by Michael Quinn Patton
	83	Capsule Book Reviews
	85	Issue Contributors
Inside back cover		Instructions to Authors

VOL.
6
1983

Evaluation and Program Planning is indexed in Current Contents, Soc. Sci. Cit. Ind., Psychol. Abstr., Sociol. Abstr.

ISSN 0149-7189
(593)

VOL
6
198

EVALUATION AND PROGRAM PLANNING

Volume 6, Number 2 1983

CONTENTS

ARTICLES

Dorothy E. Kurz	93	The Use of Participant Observation in Evaluation Research
Eric Hirst **Linda Berry** **Kim-Elaine Johnson** **Richard Tepel** **John Trimble** **Benson Bronfman** **Stephen Wright**	103	Evaluating Utility Conservation Programs: The BPA Plan
Martin G. Kushler	115	A Response to the BPA Evaluation Plan: Some Modest But Utilitarian Considerations
Linda Berry **Kim-Elaine Johnson**	121	Evaluations of Utility Residential Conservation Programs in the Pacific Northwest: A Critical Review
Leslie Hendrickson	131	An Evaluation of School District Guidance and Counseling Programs: Procedures and Results
George E. Fryer, Jr. **Richard L. Call** **Carole Heine** **Paul Casamassimo**	139	The Validity of Indices for Rural Health Manpower Needs Assessment
Anthony Lehman	143	The Effects of Psychiatric Symptoms on Quality of Life Assessments Among the Chronic Mentally Ill
Nancy Moss	153	An Organizing-Environment Framework for Assessing Program Implementation
Laura F. Skaff	165	Evaluating Reagan's Block Grants: Informed Opinions on Essential Issues and Needed Information Resources

(Continued on next page)

VOL.
6
1983

Evaluation and Program Planning is indexed Current Contents, Soc. Sci. Cit. Ind., Psychol. Abstr., Sociol. Abstr., Adolescent Mental Health Abstr.

ISSN 0149-7189
(593)

(Contents continued)

BOOK REVIEWS

Salvatore J. Vitale	177	The Best Guides to Building a Management Information System
Theodore Lorei	179	*Home and Hospital Psychiatric Treatment* by Fred R. Fenton, Lise Tessier, E. L. Struening, Frank A. Smith, and Constance Benoit
Judith M. Ottoson	180	*Evaluation in Medical Education: Past, Present, Future* by Thomas Samph and Bryce Templeton
	183	Issue Contributors
	Inside back cover	Instructions to Authors

VOL 6 198

EVALUATION AND PROGRAM PLANNING

Volume 6, Numbers 3 and 4 1983

CONTENTS

LITERATURE REVIEWS

Gregory C. Pascoe 185 Patient Satisfaction in Primary Health Care: A Literature Review and Analysis

Jay L. Lebow 211 Research Assessing Consumer Satisfaction with Mental Health Treatment: A Review of Findings

Jay L. Lebow 237 Similarities and Differences Between Mental Health and Health Care Evaluation Studies Assessing Consumer Satisfaction

METHODOLOGICAL AND CONCEPTUAL ISSUES

John E. Ware, Jr.
Mary K. Snyder
W. Russell Wright
Allyson R. Davies 247 Defining and Measuring Patient Satisfaction with Medical Care

Anthony F. Lehman
Thomas R. Zastowny 265 Patient Satisfaction with Mental Health Services: A Meta-Analysis to Establish Norms

Rosemary Ellmer
Mary Ellen Olbrisch 275 The Contribution of a Cultural Perspective in Understanding and Evaluating Client Satisfaction

Mary E. Schwab
Karen Stone 283 Conceptual and Methodologic Issues in the Evaluation of Children's Satisfaction with their Mental Health Care

RESEARCH REPORTS

John E. Ware, Jr.
Allyson R. Davies 291 Behavioral Consequences of Consumer Dissatisfaction with Medical Care

Tuan D. Nguyen
C. Clifford Attkisson
Bruce L. Stegner 299 Assessment of Patient Satisfaction: Development and Refinement of a Service Evaluation Questionnaire

Thomas K. Greenfield 315 The Role of Client Satisfaction in Evaluating University Counseling Services

Mark E. Soelling
Terry G. Newell 329 Effects of Anonymity and Experimenter Demand on Client Satisfaction with Mental Health Services

(Continued on next page)

Evaluation and Program Planning is indexed in Current Contents, Soc. Sci. Cit. Ind., Psychol. Abstr., Sociol. Abstr., ERIC/CIJE

ISBN 0-08-030153-3 ISSN 0149-7189
(593)

VOL. 6 1983

(Contents continued)

Gregory C. Pascoe **C. Clifford Attkisson**	335	The Evaluation Ranking Scale: A New Methodology for Assessing Satisfaction
C. Clifford Attkisson **Robert E. Roberts** **Gregory C. Pascoe**	349	The Evaluation Ranking Scale: Clarification of Methodological and Procedural Issues
Gregory C. Pascoe **C. Clifford Attkisson** **Robert E. Roberts**	359	Comparison of Indirect and Direct Approaches to Measuring Patient Satisfaction
Robert E. Roberts **Gregory C. Pascoe** **C. Clifford Attkisson**	373	Relationship of Service Satisfaction to Life Satisfaction and Perceived Well-Being
Susie Linder-Pelz **Leon Epstein** **Ada Tamir**	385	The Meaning of Patient Satisfaction with Prepaid Primary Health Care in Israel
Henk de Brey	395	A Cross-National Validation of the Client Satisfaction Questionnaire: The Dutch Experience
Robert E. Roberts **C. Clifford Attkisson**	401	Assessing Client Satisfaction Among Hispanics
	415	Issue Contributors
	Inside back cover	Instructions to Authors

VOL
6
198

EVALUATION AND PROGRAM PLANNING

AUTHOR AND SUBJECT INDEX TO VOLUME 6, 1983

PREPARED BY K. C. HALL

Vol. 6, No. 1 = pp. 1-92
Vol. 6, No. 2 = pp. 93-184
Vol. 6, No. 3/4 = pp. 185-418

AUTHOR INDEX TO VOLUME 6, 1983

Attkisson, C. C. *See* Nguyen, T. D., 299-314
Attkisson, C. C. *See* Pascoe, G. C., 335-348
Attkisson, C. C. *See* Pascoe, G. C., 359-372
Attkisson, C. C., Roberts, R. E., & Pascoe, G. C. The Evaluation Ranking Scale: Clarification of methodological and procedural issues, 349-358
Attkisson, C. C. *See* Roberts, R. E., 373-384
Attkisson, C. C. *See* Roberts, R. E., 404-414
Banks, J., & Clark, R. F. Administrative structure theory and evaluation: An example from the Community Services Administration, 39-48
Barkdoll, G. L. Involving constituents in agency priority setting: A case study, 31-38
Barry, L. *See* Hirst, E., 103-114
Barry, L., & Johnson, K. Evaluations of utility residential conservation programs in the Pacific Northwest: A critical review, 121-130
Bronfman, B. *See* Hirst, E., 103-114
Call, R. L. *See* Fryer, G. E., Jr., 139-142
Casamassimo, P. *See* Fryer, G. E., Jr., 139-142
Caulley, D. N. Document analysis in program evaluation, 19-30
Clark, R. F. *See* Banks, J., 39-48
Davies, A. R. *See* Ware, J. E., Jr., 247-264
Davies, A. R. *See* Ware, J. E., Jr., 291-298
deBrey, H. A. cross-national validation of the Client Satisfaction Questionnaire: The Dutch experience, 395-400
Ellmer, R., & Olbrisch, M. E. The contribution of a cultural perspective in understanding and evaluating client satisfaction, 275-282
Epstein, L. *See* Linder-Pelz, S., 385-394
Fleischer, M. The evaluator as program consultant, 69-76
Fryer, G. E., Jr., Call, R. L., Heine, C., & Casamassimo, P. The validity of indices for rural health manpower needs assessment, 139-142
Greenfield, T. K. The role of client satisfaction in evaluating university counseling services, 315-328
Heine, C. *See* Fryer, G. E., Jr., 139-142
Henrickson, L. An evaluation of school district guidance and counseling programs: Procedures and results, 131-138
Hirst, E., Berry, L., Johnson, K., Tepel, R., Trimble, J., Bronfman, B., & Wright, S. Evaluating utility conservation programs: The BPA plan, 103-114
Johnson, K. *See* Barry, L., 121-130
Johnson, K., *See* Hirst, E., 103-114
Kurz, D. E. The use of participant observation in evaluation research, 93-102
Kushler, M. G. A response to the BPA evaluation plan: Some modest but utilitarian considerations, 115-120
Lebow, J. L. Research assessing consumer satisfaction with mental health treatment: A review of findings, 211-236
Lebow, J. L. Similarities and differences between mental health and health care evaluation studies assessing consumer satisfaction, 237-246
Lehman, A. The effects of psychiatric symptoms on quality of life assessments among the chronic mentally ill, 143-152
Lehman, A. F., & Zastowny, T. R. Patient satisfaction with mental health services: A meta-analysis to establish norms, 265-274
Linder-Pelz, S., Epstein, L., & Tamir, A. The meaning of patient satisfaction with prepaid primary health care in Israel, 385-394
Masi, D. A., & Teems, L. H. Employee counseling services evaluation system: Design, issues and conclusions, 1-6
Moss, N. An organization-environment framework for assessing program implementation, 153-164
Nagel, S. S. Dealing with unknown variables in

VOL.
6
1983

policy/program evaluation, 7–18
Newell, T. G. *See* Soelling, M. E., 329–334
Nguyen, T. D., Attkisson, C. C., & Stegner, B. L. Assessment of patient satisfaction: Development and refinement of a service evaluation questionnaire, 299–314
Olbrisch, M. E. *See* Ellmer, R., 275–282
Pascoe, G. C. Patient satisfaction in primary health care: A literature review and analysis, 185–210
Pascoe, C. C., & Attkisson, C. C. The Evaluation Ranking Scale: A new methodology for assessing satisfaction, 335–348
Pascoe, G. C. *See* Attkisson, C. C., 349–358
Pascoe, G. C., Attkisson, C. C., & Roberts, R. E. Comparison of indirect and direct approaches to measuring patient satisfaction, 359–372
Pascoe, G. C. *See* Roberts, R. E., 373–384
Richman, A. Cost effectiveness analysis of alcoholism and drug abuse treatment programs: The relevance of recidivism and resource adsorption, 49–52
Roberts, R. E., & Attkisson, C. C. Assessing client satisfaction among Hispanics, 401–414
Roberts, R. E. *See* Attkisson, C. C., 349–358
Roberts, R. E. *See* Pascoe, G. C., 359–372
Roberts, R. E., Pascoe, G. C., & Attkisson, C. C. Relationship of service satisfaction to life satisfaction and perceived well-being, 373–384
Schwab, M. E., & Stone, K. Conceptual and methodological issues in the evaluation of children's satisfaction with their mental health care, 283–290
Skaff, L. F. Evaluating Reagan's block grants: Informed opinions on essential issues and needed information resources, 165–176
Snyder, M. K. *See* Ware, J. E., Jr., 247–264
Soelling, M. E., & Newell, T. G. Effects of anonymity and experimenter demand on client satisfaction with mental health services, 329–334
Stegner, B. L. *See* Nguyen, T. D., 299–314
Stone, K. *See* Schwab, M. E., 283–290
Tamir, A. *See* Linder-Pelz, S., 385–394
Teems, L. A. *See* Masi, D. A., 1–6
Tepel, R. *See* Hirst, E., 103–114
Trimble, J. *See* Hirst, E., 103–114
Ware, J. E., Jr., & Davies, A. R. Behavioral consequences of consumer dissatisfaction with medical care, 291–298
Ware, J. E., Jr., Snyder, M. K., Wright, W. R., & Davies, A. R. Defining and measuring patient satisfaction with medical care, 247–264
Windle, C., & Woy, J. R. From programs to systems: Implications for program evaluation illustrated by the CMHC Program experience, 53–68
Wright, S. *See* Hirst, E., 103–114
Wright, W. R. *See* Ware, J. E., Jr., 247–264
Woy, J. R. *See* Windle, C., 53–68
Zastowny, T. R. *See* Lehman, A. F., 265–274

VOL
6
198

SUBJECT INDEX TO VOLUME 6, 1983

Alcohol
  Abuse
    Employee counseling services, 1–6
    Cost effectiveness analysis, 49–52
Behavior
  Consequences of client satisfaction, 291–296
Block grants, evaluation and
  Information needs, 172
  Information resources, 173–174
  Policy-management issues, 169–172
Children
  Conceptualization of illness and treatment, 286–287
  Satisfaction, health and mental health services, 284–288
Client satisfaction
  Assessment, 216–217
    Child populations, 284–288
    Comparison in health and mental health fields, 237–243
    Correlates, 196–203, 217–227, 242–243, 307–309, 319, 320–324, 340–343, 364–368, 374–375, 379–381, 409–412
  Cross-cultural application, 401–412, 395–400
  Impetus for research, 238
  Meta analysis, 265–272
  Methodology, 239–241, 318, 320, 337–340, 350–358
    Experimenter demand, effects of, 329–333
    Respondent anonymity, effect of, 329–333
  Questionnaire design, 248–257
    Psychometric properties, 301
    Reliability, 301–307, 257–259
    Validity, 259–262, 300–301
  Questionnaire, example, 302–306, 397–398, 407
  Satisfaction norms, development of, 265–272
  Survey response, 213–215
  Utilization, 213, 243, 315–325, 335–336, 345, 369, 392, 400
Behavior, health care seeking, 293–294

Behavior, reactive, 294–295
Conceptualization, 212, 247–248
Conceptual models, 185–189
Health care, 185–204, 337–345, 353–358, 385–392
Life satisfaction, and, 374–375, 380
Measurement, 189–196, 212–213, 247–262, 373–374, 376–381, 386–392
Comparison, 335–340, 353–358, 362–369
Cultural factors, impact on, 279–280
Dutch translation, 396–399
Spanish translation, 406–411
Problems, 299–300
Reliability, 192, 216, 257–259, 386–390
Validity, 216, 194–196, 259–262, 379–381
Mental health services, 211–228, 265–272, 396–399, 402–411
Student counseling services, 315–325
Community Mental Health Center Program
Compliance Monitoring, 60–61
Consensus development, impact on, 62
Historical trends in evaluation activities, 49–65
Local-state level evaluation activities, 59–60
Quality assurance, 60
National level evaluation activities, 57–59, 61–62
Community Services Administration, US
Utilization of evaluation, 41–45
Consumer organizations
Program planning, involvement in, 31–37
Consumer satisfaction
See client satisfaction
Cost benefit analysis
Threshold analysis for multiple projects, 16–17
Threshold analysis for multiple unknowns
Monetary benefits, 8–12
Non-monetary benefits, 12–16
Cost effectiveness analysis
Energy conservation programs, 126–127
Substance abuse programs
Assessment problems, 50–51
Strategies for assessment improvement, 51–52
Cultural factors
Impact on health, attitudes and behavior, 276–279
Impact on client satisfaction assessment, 279–280
Dental care
Manpower indices
Validity, 141
Utilization, 140–141
Document analysis
Advantages, 20–21
Conduct, 21–26
Disadvantages, 21
Examples, 26–28
Drug abuse
Employee-counseling services, 1–6
Treatment programs
Cost effectiveness analysis, 49–52
Education programs
Guidance and counseling services
Activities, 134–136
Administration, 132–134
Employee counseling services
Description, 2–3
Design, evaluation, 3–4
Energy conservation
Cost-effectiveness analysis, 126–127
Data analysis, 110–111
Evaluation design
Principles, 117–118
Sample bias correction, 106–109
Measurement, 123–126
Participant characteristics, 122–123
Process evaluation, 116
Evaluators
Role
Program consultant model, 70–75
Food and Drug Administration, US
Program planning, 32–37
Utilization of consumer feedback, 36–37
Global scales
Cultural factors, and, 279–280
Government
Role in service provision, 165–167
Health and Human Services, US Department
Employee counseling program, evaluation, 1–6
Health care
Client satisfaction, 185–204, 237–243, 337–345, 353–358, 363–366, 385–392
Behavior consequences, 291–296
Perinatal program, process evaluation, 154
Health care
See also Dental care
Implementation research
Organization-environment framework, 155–162
Mental health services
Client satisfaction, 211, 228, 237–243, 265–272, 299–313, 369–399, 402–411
Employee counseling services, 1–6
Evaluation focus, program v. system, 64–65
Mentally disabled
Client self-evaluation, 309–313
And quality of life assessment, 147–150
Meta-Analysis
Methods, 266–267
Methodology
Client satisfaction assessment, 239–141, 247–262, 300–307, 336–345
Cost benefit analysis, 7–18
Cost effectiveness analysis, 49–52
Needs assessment, 139–142
Participant observation, 93–101
Quality of life assessment, 145–149
Needs assessment

VOL. 6 1983

Health manpower indices, 141
"New Federalism"
See Block Grant
Organization theory
Environment and program implementation, 155–162
Participant observation
Methods, 97–100
Validity and reliability, 96–97
Use in research, 94–96
Patient satisfaction
See Client satisfaction
Quality of life
Assessment, 145–149
Psychopathology and, 147–150
Questionnaire design
Client satisfaction assessment, 300–307, 248–257
Reliability
Questionnaire, evaluation of, 257–259, 301, 307
Research design
Evaluation, suggestions for, 117–118
Meta-Analysis, 265–272
Process evaluation, 116
Sampling strategy, 106–109
Social policy analysis
"Market Analysis" to enhance program evaluability, 167–168
Survey
Client satisfaction assessment, 214–215
Utilization of evaluation
Administrative structure theory, 40–41
Example, 41–45
Client satisfaction data, 213, 243, 345, 369, 392, 400
Theories of, 40–41
Validity
Determination of, example, 259–262, 300–301

VOL
6
198

VOL.
6
1983